

2000 Consumer Satisfaction

For

Correction Services

A Substance Abuse Traffic Offenders Program (SATOP)

of the

Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Substance Abuse Traffic Offenders Program (SATOP)

Agency: Correction Services

Demographics

| | | Total State | Total Agency | Total OEP State | Total OEP Agency | Total WIP State | Total WIP Agency |
|--|------------------|----------------|-----------------|-----------------------|------------------------|-----------------------|------------------------|
| SEX | Male | 76.7% | 62.5% | 72.0% | 50.0% | 81.6% | 83.3% |
| | Female | 23.3% | 37.5% | 28.0% | 50.0% | 18.4% | 16.7% |
| RACE | White | 89.1% | 73.3% | 90.2% | 66.7% | 89.9% | 83.3% |
| | Black | 6.3% | 13.3% | 4.2% | 11.1% | 6.6% | 16.7% |
| | Hispanic | 2.5% | 6.7% | 3.6% | 11.1% | 2.4% | 0% |
| | Native American | 1.0% | 0% | .8% | 0% | .9% | 0% |
| | Pacific Islander | .4% | 0% | .4% | 0% | 0% | 0% |
| | Other | .7% | 6.7% | .9% | 11.1% | .2% | 0% |
| | | | | | | | |
| MEAN AGE | | 33.11 | 31.44 | 33.19 | 27.10 | 35.73 | 38.67 |
| | 0-17 | 4.1% | 0% | 1.1% | 0% | 0% | 0% |
| | 18-49 | 85.9% | 100.0% | 88.6% | 100.0% | 88.6% | 100.0% |
| | 50+ | 10.0% | 0% | 10.3% | 0% | 11.4% | 0% |
| Of the 17 forms returned, 17 identified the type of SATOP program. | | | | | | | |

Sample Size

Information is based on the number of returned forms and the number of people served according to the DMH billing records. The forms sent to the agency did not indicate program type (e.g., WIP). The program type was to be entered on the form as the forms were distributed. Many forms, however, were received with the program type not indicated. Since an accurate count of forms received by individual programs cannot be calculated, this column is left blank.

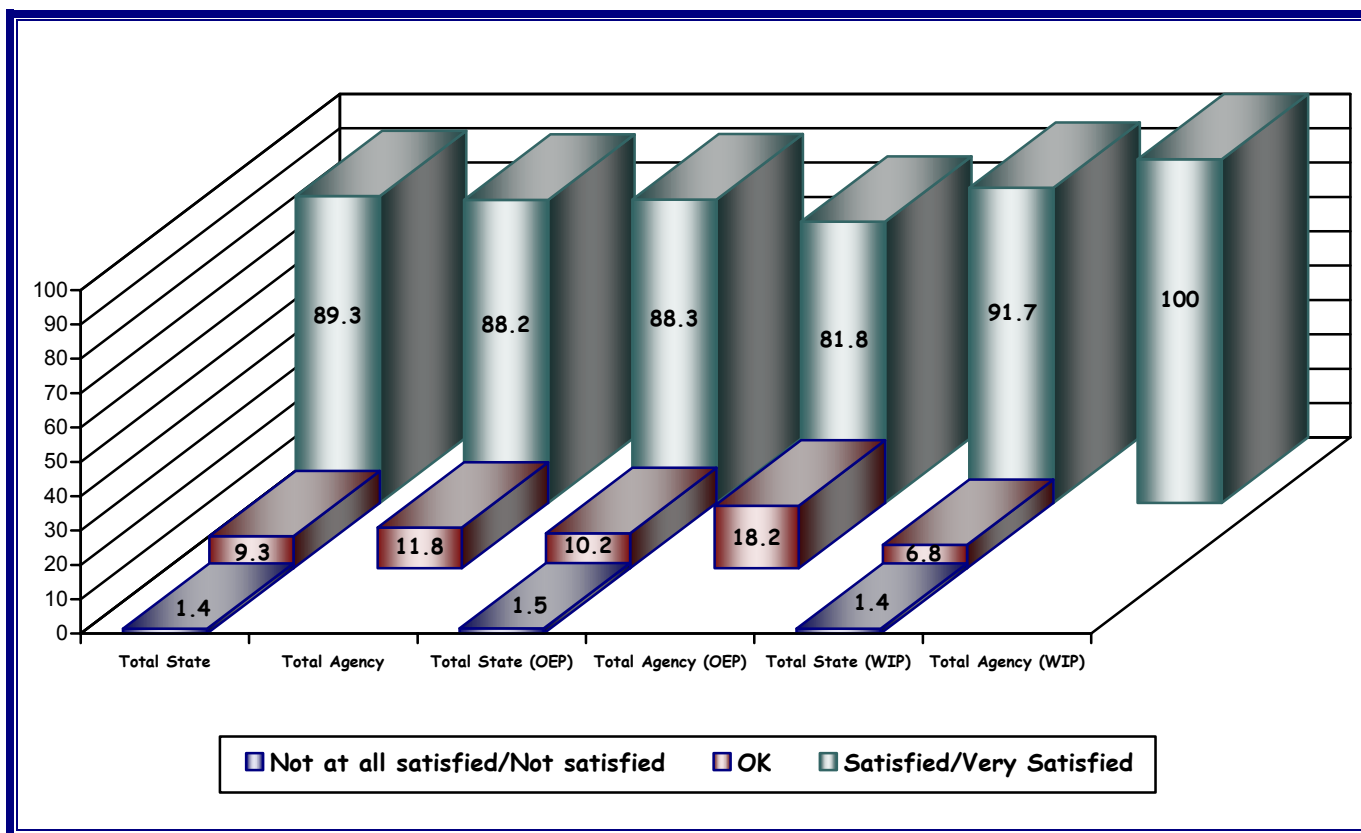
| | Number Served April 2000 | Number Forms Returned | Percent of Served Returned |
|---|-----------------------------|--------------------------|----------------------------------|
| Total State | 2422 | 1513 | 62.5% |
| Total Agency | 17 | 17 | 100.0% |
| OEP | 12 | 11 | |
| WIP | 5 | 6 | |
| <i>Of the 17 forms returned, 17 identified the type of SATOP program.</i> | | | |

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies consumers who are deaf or hard of hearing identified as having signing staff available for those who use sign language.

| | Overall Agency Totals | | OEP Program Total | | WIP Program Total | |
|--|--------------------------|--------|----------------------|--------|----------------------|--------|
| | State | Agency | State | Agency | State | Agency |
| Are you deaf or hard of hearing? | 3.5% | 0% | 3.5% | 0% | 3.8% | 0% |
| <i>If yes, do you use sign language?</i> | 12.5% | 0% | 5.6% | 0% | 6.7% | 0% |
| <i>If yes, did this agency have signing staff?</i> | 28.6% | 0% | 33.3% | 0% | 100.0% | 0% |
| Did this agency use interpreters? | 5.5% | 12.5% | 3.5% | 10.0% | 5.3% | 16.7% |

Overall Satisfaction with Services

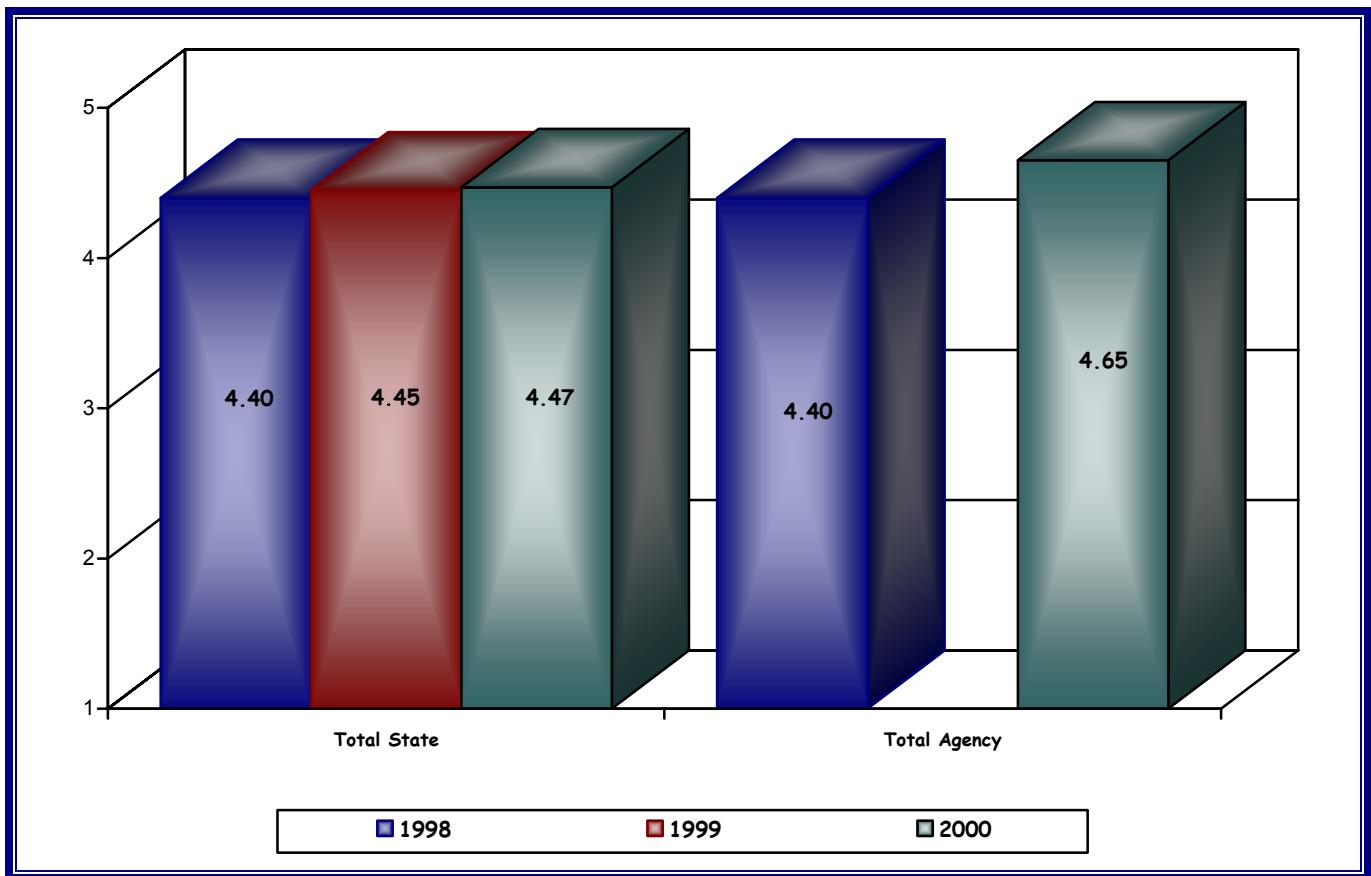


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 89.3% of the individuals served by the SATOP program were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated themselves as "satisfied" or "very satisfied" with services was slightly lower than the state average (88.2% for this agency versus 89.3% for the state).
- The WIP program was rated very highly (100.0% "satisfied" or "very satisfied"). The OEP program services were rated lower with 81.8% at least "satisfied".

Service Means Comparison of 1998, 1999 & 2000



Comparison of 1998, 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for this agency was 4.40 in 1998 and 4.65 in 2000. No surveys were returned for 1999.
- The mean satisfaction with services rating has increased since 1998. There was no data available for 1999.

Satisfaction with Services

| How satisfied are you . . . | Total Consumers ^a | | OEP Program | | WIP Program | |
|--|------------------------------|--------------|---------------|--------------|---------------|-------------|
| | State | Agency | State | Agency | State | Agency |
| 1. with the agency staff who provide you with services? | 4.47 (1447) | 4.71 (14) | 4.47 (547) | 4.56 (9) | 4.52 (425) | 5.00 (5) |
| 2. with our counselor/instructor? | 4.63 (1447) | 4.88 (17) | 4.68 (548) | 4.91 (11) | 4.64 (425) | 4.83 (6) |
| 3. with how much your agency staff know about how to get things done? | 4.47 (1448) | 4.59 (17) | 4.47 (546) | 4.45 (11) | 4.47 (423) | 4.83 (6) |
| 4. with how program staff keep things about you or your life confidential/private? | 4.48 (1427) | 4.73 (15) | 4.46 (540) | 4.60 (10) | 4.53 (420) | 5.00 (5) |
| 5. that the program staff is assisting you achieve the goals of driving without drinking? | 4.52 (1439) | 4.76 (17) | 4.50 (544) | 4.64 (11) | 4.60 (426) | 5.00 (6) |
| 6. that the agency staff who provide services to you respect your ethnic and cultural background? | 4.58 (1390) | 4.81 (16) | 4.54 (518) | 4.70 (10) | 4.63 (414) | 5.00 (6) |
| 7. with the services that you receive? | 4.47 (1444) | 4.65 (17) | 4.47 (547) | 4.45 (11) | 4.50 (424) | 5.00 (6) |
| 8. that services are provided in a timely manner? | 4.40 (1449) | 4.71 (17) | 4.41 (549) | 4.55 (11) | 4.39 (426) | 5.00 (6) |
| 9. with how easy it is to get to services? | 4.30 (1447) | 4.35 (17) | 4.28 (547) | 4.09 (11) | 4.35 (425) | 4.83 (6) |
| 10. with how easy it is to get to contact the agency? | 4.35 (1437) | 4.41 (17) | 4.31 (547) | 4.09 (11) | 4.41 (423) | 5.00 (6) |
| 11. with how you spend your time while at the agency? | 4.29 (1439) | 4.59 (17) | 4.29 (547) | 4.36 (11) | 4.29 (421) | 5.00 (6) |
| 12. with where the agency is located? | 4.22 (1438) | 4.31 (16) | 4.21 (547) | 3.90 (10) | 4.31 (420) | 5.00 (6) |
| <i>How safe do you feel...</i> | | | | | | |
| 13. in the agency/program site? | 4.46 (1444) | 4.65 (17) | 4.41 (549) | 4.45 (11) | 4.51 (425) | 5.00 (6) |
| 14. in the neighborhood of the agency/program site? | 4.43 (1444) | 4.59 (17) | 4.40 (547) | 4.36 (11) | 4.47 (425) | 5.00 (6) |
| <p>The first number represents a mean rating. Scale (items 1-12): 1=Not at all satisfied . . . 5=Very satisfied. Scale (items 13-14): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. ^aThe number of consumers in each program may not add to the total number of consumers served because the type of program (e.g., WIP) was not indicated on many forms.</p> | | | | | | |

Some of the key findings were:

- Participants in the SATOP programs were satisfied with the agency staff who provided services (mean of 4.71). They were less satisfied with their counselor/ instructor (mean of 4.88).
- The highest rated item at this agency was with your counselor/instructor (mean of 4.88).
- The lowest rated item was where the agency is located (means of 4.31).
- The participants were satisfied with the services they received (mean of 4.65).

Outcome

| Due to my SATOP experience... | Total Consumers | | OEP Program | | WIP Program | |
|--|-----------------|--------------|---------------|--------------|---------------|-------------|
| | State | Agency | State | Agency | State | Agency |
| 15. I am less likely to drink and drive in the future | 4.52 (1452) | 4.47 (17) | 4.55 (551) | 4.18 (11) | 4.55 (425) | 5.00 (6) |
| 16. My drinking habits will change | 4.23 (1452) | 4.29 (17) | 4.19 (549) | 4.00 (11) | 4.30 (424) | 4.83 (6) |
| 17. My understanding of alcohol or drugs has improved | 4.46 (1454) | 4.65 (17) | 4.45 (550) | 4.45 (11) | 4.50 (426) | 5.00 (6) |
| 18. I now better understand myself | 4.11 (1451) | 4.35 (17) | 4.00 (549) | 4.00 (11) | 4.17 (424) | 5.00 (6) |
| 19. I now spend less money on alcohol/drugs | 4.12 (1443) | 4.50 (16) | 4.06 (549) | 4.27 (11) | 4.20 (421) | 5.00 (5) |
| 20. I better understand Missouri's DWI laws and penalties for DWI | 4.47 (1457) | 4.71 (17) | 4.54 (554) | 4.82 (11) | 4.39 (426) | 4.50 (6) |
| 21. My attitude toward the police, courts, DOR and SATOP has improved | 3.76 (1452) | 3.94 (17) | 3.78 (552) | 3.55 (11) | 3.74 (424) | 4.67 (6) |
| 22. I better understand the relationship between consumption/use (amount) and levels of impairment | 4.41 (1457) | 4.59 (17) | 4.43 (553) | 4.36 (11) | 4.40 (427) | 5.00 (6) |
| The first number represents a mean rating. Scale: 1=Definitely do not agree . . . 5=Definitely agree. The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- The participants reported that they were less likely to drink and drive in the future (mean of 4.47; 1=definitely do not agree with the statement to 5=definitely agree with the statement).
- There was a better understanding of alcohol and drugs (mean of 4.65) and Missouri's DWI laws (mean of 4.71).
- The participants agreed less with the statement: "My attitude toward the police, courts, DOR and SATOP has improved" (mean of 3.94).

Staff Attitude and Performance

| | Total Consumers | | OEP Program | | WIP Program | |
|--|-----------------|--------------|---------------|-------------|---------------|--------------|
| | State | Agency | State | Agency | State | Agency |
| 23. Were you told of your right to a second opinion? | 79.0 (1108) | 76.5 (13) | 75.6 (408) | 63.6 (7) | 84.4 (346) | 100.0 (6) |
| 24. Were you told of your right to a judicial review? | 74.0 (1031) | 68.8 (11) | 71.9 (386) | 50.0 (5) | 79.0 (320) | 100.0 (6) |
| 25. Were you told of the six month shelf-life rule? | 65.8 (907) | 52.9 (9) | 63.8 (339) | 36.4 (4) | 76.0 (310) | 83.3 (5) |
| 26. Did SATOP attempt to coerce or require you to attend some other (non-SATOP) program which was not required by the court or DOR? | 20.4 (285) | 29.4 (5) | 16.6 (90) | 36.4 (4) | 24.9 (101) | 16.7 (1) |
| The first number represents the percent that answered "Yes". The number in parentheses represents the number responding to this item. | | | | | | |

Some of the key findings were:

- Over three-fourths of the participants reported that they were told about their right to a second opinion (76.5%).
- Over half of the participants reported that they were told about the six month shelf-life rule (52.9%).